will be placed before the Philatelic Advisory Committee, as per prescribed procedure on the subject.

Complaints in Najafgarh Telephone Exchange

4518. SHRI GANDHI AZAD: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that few complaints are attended within 24 hours of filing at Najafgarh Telephone Exchange, New Delhi;

(b) if so, the percentage of complaints attended within 24 hours during the last six months;

(c) whether there had been cases of consumers receiving telephone bills even before installing a telephone under this exchange if so, the details thereof; and

(d) the details of the action taken in such cases?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) and (b) Sir, on an average about 40% complaints are attended with 24 hrs. at Najafgarh Telephone Exchange.

(c) No such complaints has been received.

(d) Does not arise in view of (c) above.

Cyber Crime Protocol

4519. SHRI P. PRABHAKAR REDDY: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that Government have proposal to the United Nations to draw up a cyber crime protocol to be retified by all Member-nations to control the cyber space;

(b) if so, the details thereof and U.N.'s reaction thereto;

(c) whether the proposal agreement would contain provision for controlling virus attacks also and if so, the details thereof; and

(d) by when the protocol is likely to be put in place?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI PRAMOD MAHAJAN): (a) Yes, Sir.

(b) and (c) The Minister during his visit to New York met the Secretary General of the United Nations (U.N.) where he raised the issue of drawing up a Cyber Crime Protocol. The Secretary General, U.N. promised to take up this issue.

(d) The matter is under consideration with the U.N.

Cable Theft

4520. SHRI AMAR SINGH: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the number of cases of theft of underground cable of Mahanagar Telephone Nigam Ltd. have grown steadily over the years;

(b) if so, the details thereof during the last three years alongwith the loss suffered by the MTNL; and

(c) the number of cases which have since been solved and the number of persons arrested during the above period?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) and (b) Sir, there had been fluctuations in the number of theft over the years. Details are annexed as Statement. (*See* below)